MILLENNIUM CHALLENGE CORPORATION
POSITION DESCRIPTION

Classification: IT Specialist (Enterprise Applications),

Introduction

This position is located in the Office of the Chief Information Officer (OCIO) within the Department of Administration and Finance (A&F) of the Millennium Challenge Corporation   (MCC) and reports to the Director of Enterprise Support Services (ESS). The ESS Branch is responsible for the following service delivery and support areas for the OCIO, as well as, for working in conjunction with all other OCIO Branches to ensure cohesive and excellent information management and technology services to MCC:

Business Relationship Management: Engage with the business to ensure the right services   at the right price are in place to satisfy business needs and establish and monitor Service Level Agreements (SLAs) as appropriate. The primary goal would be to build a partnership between IT and the business clients to ensure that the organization leverages IT technologies for business advantage.

Training: Coordinate and provide standardized and customized technology training services for desktop and enterprise applications. This would include SharePoint, Office 365 (OneDrive, OneNote and Skype for Business), Cisco WebEx, the use of the OCIO Service Catalog and virtual tools.

Customer Service Management: Determine if end-user related services, such as account, incident, service request and problem management, provided by Service Desk (Tiers 1 / 2) adhere to established SLAs and provide recommendations to deliver/improve services. Maximize the use of ServiceNow knowledge articles, self-service and remote capabilities.

IT Asset and Enterprise Lifecycle Management: Provide assistance with establishing long-term end-user computing tools for hardware platform and software tools, such as replacement of laptop, tablet, Microsoft operating system and Office 365 tools.

Project Management and Strategic Planning: Assist with project management and aligning ESS efforts to accomplishing OCIO Division, A&F Department and Agency Goals and Objectives.

Major Duties and Responsibilities

The Personal Services Contractor (PSC):

Builds and maintains strong interpersonal relationships between OCIO and Department/Division business clients through communications and consistent follow-up. Establish customer/end-user forums, assist in development of customer surveys for IT service delivery and support and other communications channels.

Provides end-user training to assist with the adoption of tools such as, Microsoft SharePoint and Office 365, virtual tools to assist with remote and teleworking, IT Service Catalog, for reporting incidents and requesting services through a number of training delivery methods, such as brown bag, deskside and video capture.

Recommends improvements to ESS program functions which align to OCIO, A&F and MCC long term goals and objectives. Performs role as a project manager for developing and implementing changes and tracks status until completion. Participates in recurring OCIO project tracking activities.

Reviews software requests and assists users with translating often loosely defined business

requirements into documented or detailed technical requirements for action including: definition of business workflows; data models; and, reporting requirements.

Provides senior level advisory services to the Chief Information Officer and Directors within the Office of the Chief Information Officer for programs of great complexity that are multipurpose and support major MCC initiatives.

Participates with OCIO personnel and experts in evaluating new technologies, developing a coherent strategy for technology infusion and replacement and in modernizing the Agency's administrative systems.

Communicates with OCIO staff, business process owners, and governance bodies on assigned projects.

Functions commonly performed by employees in this specialty may include:

- diagnosing and resolving problems in response to customer reported incidents;
- researching, evaluating, and providing feedback on problematic trends and patterns in customer support requirements;
- developing and maintaining problem tracking and resolution databases;
- installing, configuring, troubleshooting, and maintaining customer hardware and software;
- developing and managing customer service performance requirements;
- developing customer support policies, procedures, and standards;
- providing customer training; and/or
- ensuring the rigorous application of information security/information assurance policies, principles, and practices in the delivery of customer support services.

Performs other related duties as assigned.

Factor 1 - Knowledge Required by the Position

Mastery of, and skill in applying:

- IT problem management methods and practices; and
- new and innovative customer support methods and technologies

sufficient to:

- plan, implement, and manage problem management systems designed to effectively recognize, report, track, and resolve problems; and
- evaluate the feasibility of adapting new methods to enhance customer satisfaction.

Factor 2 - Supervisory Controls

The PSC reports directly to the Director of Enterprise Support Services who provide administrative direction with assignments based on broadly defined missions or functions; and independently plans, designs, and carries out major projects. Completed work is considered technically authoritative and is normally accepted without significant change. Work is reviewed for fulfillment of CIO's program objectives and effect of MCC's objectives.

Factor 3 – Guidelines

The PSC uses guidelines that are often ambiguous and express conflicting or incompatible goals and objectives, requiring extensive interpretation. The PSC uses judgment and ingenuity and exercises broad latitude to: determine the intent of applicable guidelines; develop policy and guidelines for specific areas of work; and formulate interpretations that may take the form of policy statements and guidelines. Top agency management officials and senior staff recognize the employee as a technical expert.

Factor 4 – Complexity

Work consists of a variety of duties to plan and direct work efforts to address issues where existing policies and precedents do not exist. The PSC determines what needs to be done by conducting extensive research and analysis to assess the nature and scope of problems/issues and to develop comprehensive solutions. These changes typically result from continuing changes in customer business requirements; or rapidly evolving technology in the specialty areas. The PSC develops new standards, methods, and techniques; evaluates the impact of technological change; and/or conceives of solutions to highly complex technical issues. The work frequently involves integrating the activities of multiple specialty areas.

Factor 5 - Scope and Effect

The PSC directs a program for which both the scope and impact of the program or organization directed are agency-wide or has a pervasive impact on the general public. The program directed involves matters that establish the organization's position on broad issues concerning the design, product selection, procurement, integration and deployment of the IT systems that are critical to the MCC's mission and to improving the quality of MCC's service to its customers.

Factors 6 and 7 - Personal Contacts and Purpose of Contacts

The PSC's contacts include personnel from other Departments and Divisions, contractors, vendors, marketing personnel, members of professional organizations, and representatives from other government agencies. The incumbent may attend committee and working group meetings, conferences, and seminars with high-ranking officials and may be required to make presentations concerning MCC information technology.

The purpose of the contacts is to justify, defend, negotiate or settle matters related to the scope of the incumbent's program responsibilities. The incumbent must be able to identify, evaluate and resolve conflicting objectives, and must be able to identify policy infractions and to elevate them for management resolution. The incumbent is expected to recommend, debate, and consider alternate approaches, allowing MCC project sponsors the maximum flexibility possible within the constraints established by the OCIO's standards and architecture. The work of the incumbent requires extensive negotiation, coordination, and support from other experts within and external to the OCIO. The incumbent must be able to successfully articulate complex problems and their analysis and solutions. Persons contacted often have diverse viewpoints, goals or objectives; requiring the incumbent to achieve a common understanding to the problem and devise a satisfactory solution or alternative processes.

Factor - Physical Demands

The work is sedentary.

Factor 9 - Work Environment

Work is performed in an office setting.

POSITION DESIGNATION: Facility Access Only